THE MINISTER OF STATE OF THE MINISTRY OF SURFACE TRANSPORT (SHRI JAGDISH TYTLER) : (a) and (b) A new computer reservations system (USAS 2000) has been introduced effective May, 1992 significantly improving the response time so that passengers are handled faster and more efficiently. The system offers advance seat reservation and a host of other facilities to passengers.

With effect from summer (March 1992) the format of the Air-India timetable was changed from routes to city-pair making it easier for passengers to plan their itinerary when travelling on Air-India.

Under the new city-pair format, passengers are able to refer to the specific origin to destination schedules required by them rather than referring to the schedules applicable to the entire route.

To assist Air-India frontline managers directly interacting with corporate travellers, a specially designed sales manual containing travel related data has been developed for use at all Air India stations.

To extend personalised service through a standardised response worldwide from the Air India system, all consumer contact officers and staff underwent extensive training during the period June 01—November 30, 1992. This specialised training will be repeated each year. Orders have been placed for four B-747—400 aircraft due for delivery in 1993 and 1994 to enhance passenger appeal. Steps are underway to improve industrial relations to make the employees better motivated to serve the passengers.

(c) and (d) All efforts are being made by the departments concerned to avoid cancellations for reasons which are within the control of Air India; for this regular review meetings are held to monitor and improve the position.

Helicopters acquired by Pawan Hans Ltd.

97. SHRI SURESH KALMADI :
SHRI BHUBANESWAR KALITA :

Will the Minister of CIVIL AVIATION AND TURISM be pleased to state :

(a) whether it is a fact that Pawan Hans Ltd. plans to acquire a new flet of light helicopters;

(b) if so, what are the reasons therefor; and

(c) what is the number of helicopters proposed to be acquired and details of their cost ?

THE MINISTER OF STATE OF THE MINISTRY OF SURFACE TRANSPORT (SHRI JAGDISH TYTLER) : (a) to (c) Pawan Hans Limited has added one light helicopter to its fleet at a cost of Rs. 3.32 crores (approx.) to meet increasing demand for such category of aircraft. The Company has projected a requirement of 7 light helicopters during the Eighth Plan Period.

Delayed flight due to petty quarrel

98. SHRI V. HANUMANTHA RAO : Will the Minister of CIVIL AVIATION AND TURISM be pleased to state :

(a) whether it is a fact that flight No. IC-861 from Delhi to Ahmedabad and Baroda in April, 1993 was delayed due to a petty fight between the pilot and the other members of the crew;

(b) if so, the details of this delay and reasons thereof; and

(c) what disciplinary steps are propsed to be taken to ensure that passengers of Indian Airlines are not harassed in this manner by such delays in future ?

THE MINISTER OF STATE OF THE MINISTRY OF SURFACE TRANSPORT (SHRI JAGDISH TYTLER) : (a) and (b) Though a case of insubordination by two members of the cabin crew was reported by the Commander, flight IC 861 of 2nd

April, 1993 was delayed by half an hour due to a technical snag requiring a main-wheel change owing to low tyre pressure.

(c) Does not arise.

पर्यटन को बढ़ावा देने के संबंध में केन्द्रीय सरकार द्वारा लगाई गई शर्त

99. **श्री कैलाश नारायण सारंग** : क्या **नागर विमानन और पर्यटन** मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि पर्यटन के विकास हेतु स्वीकृत आवास योजनाओं के बारे में भारत सरकार ने यह शर्त रखी है कि योजना पूरी किए जाने के बाद भूमि का हस्तान्तरण भारत सरकार के नाम किया जाए;

(ख) क्या सरकार को इस प्रक्रिया की इस व्यावहारिक कठिनाई की जानकारी है कि राज्य सरकार के स्वामित्व वाली भूमि का केन्द्रीय सरकार को हस्तान्तरण नहीं किया जा सकता है; और

(ग) यदि हां, तो क्या सरकार भविष्य में पर्यटन के विकास संबंधी आवास योजनाओं को भूमि के हस्तान्तरण संबंधी शर्त के बिना स्वीकृति प्रदान करने का विचार रखती है और पूर्व में स्वीकृत योजनाओं पर से भी इस शर्त को हटा लेगी ?

नागर विमानन और पर्यटन मंत्री (श्री गुलाम नबी आजाद) : (क) से (ग) पर्यटकों की आधारभूत सुविधाओं में वृद्धि करने के लिए केन्द्रीय सहायता की अनुमोदित स्कीम के अंतर्गत पर्यटन विभाग विकसित भू-खंड पर सिविल निर्माण कार्य के लिए धन राशि देता है । यह विकसित भू-खंड राज्य सरकार उपलब्ध कराती है और संबंधित राज्य सरकार को इसे भारत सरकार को अंतरित करना होता है । सभी राज्य सरकारें ऐसी परियोजनाओं के लिए केन्द्र सरकार को भूमि अंतरित करती रही हैं । सिवाय उन राज्यों के जहां संवैधानिक उपबंध उन्हें ऐसा करने की छूट देते हैं ।

Service rules framed by ITDC

100. SHRI GAYA SINGH : Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state :

(a) whether ITDC has its own Recruitment, on Promotion and Seniority Rules as approved by its Board of Directors; if so, since when;

(b) whether the said Rules were notified to all the employees concerned by ITDC Management, if so, the date and contents of the Notification;

(c) whether these Rules fulfil the aspirations of all its employees in the matter of promotion and career; and

(d) whether it is also a fact that a number of amendments were made in the said Rules since their adoption and implementation by the Personnel Division, if so, the details thereof with justification in each case ?

Service rules framed by ITDC

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD) : (a) and (b) Yes, Sir. The Recruitment, Promotion & Seniority Rules of ITDC, duly approved by its Board of Directors, were notified to all concerned in March, 1985.

(c) These Rules aim at making direct recruitment to various posts in the Corporation, providing opportunity to employees for career development in the Organisation, promotion, etc.

(d) On the basis of the representations received from the Unions from time to time, ITDC Management carried out certain changes in the Rules which are beneficial in the larger interest of the Corporation and its employees.